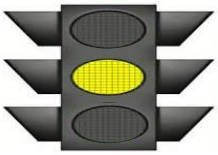
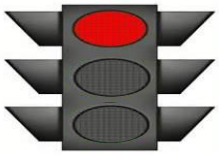
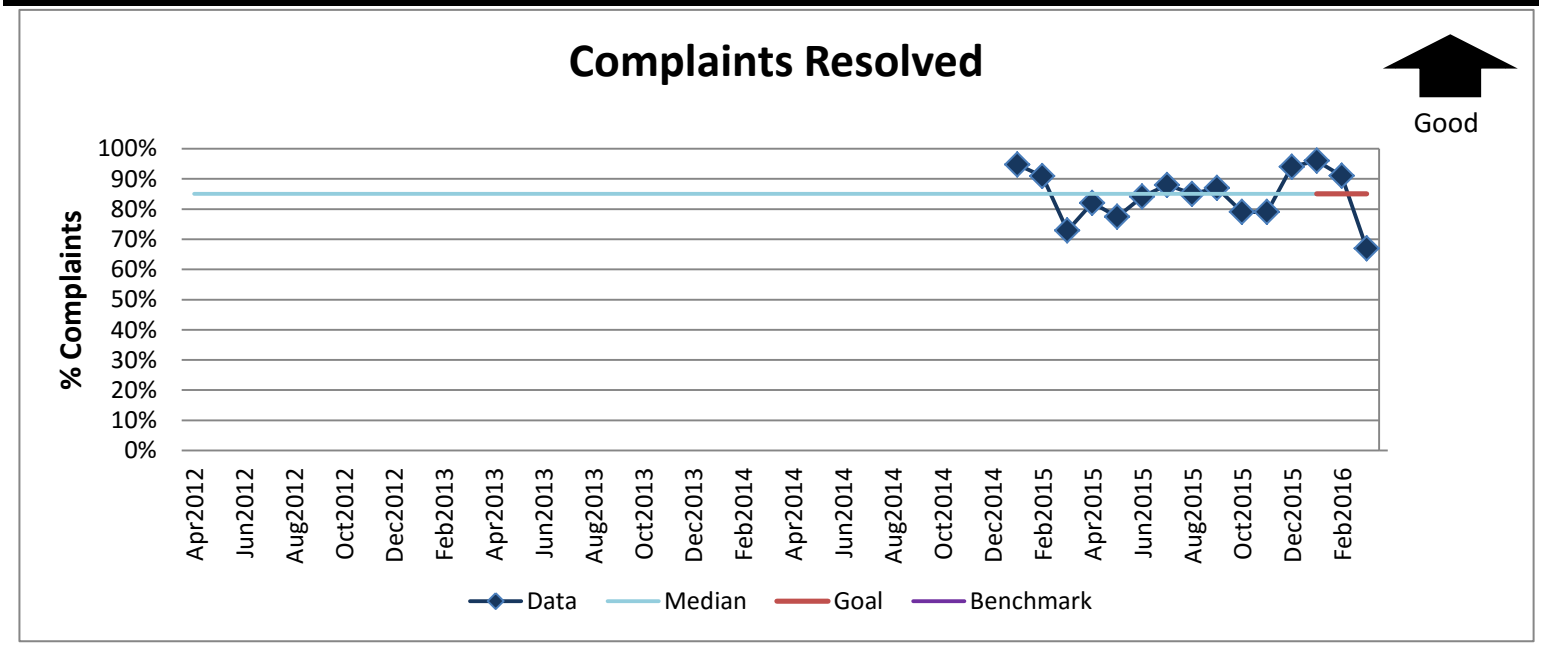
Complaints Resolved
Metro Parks

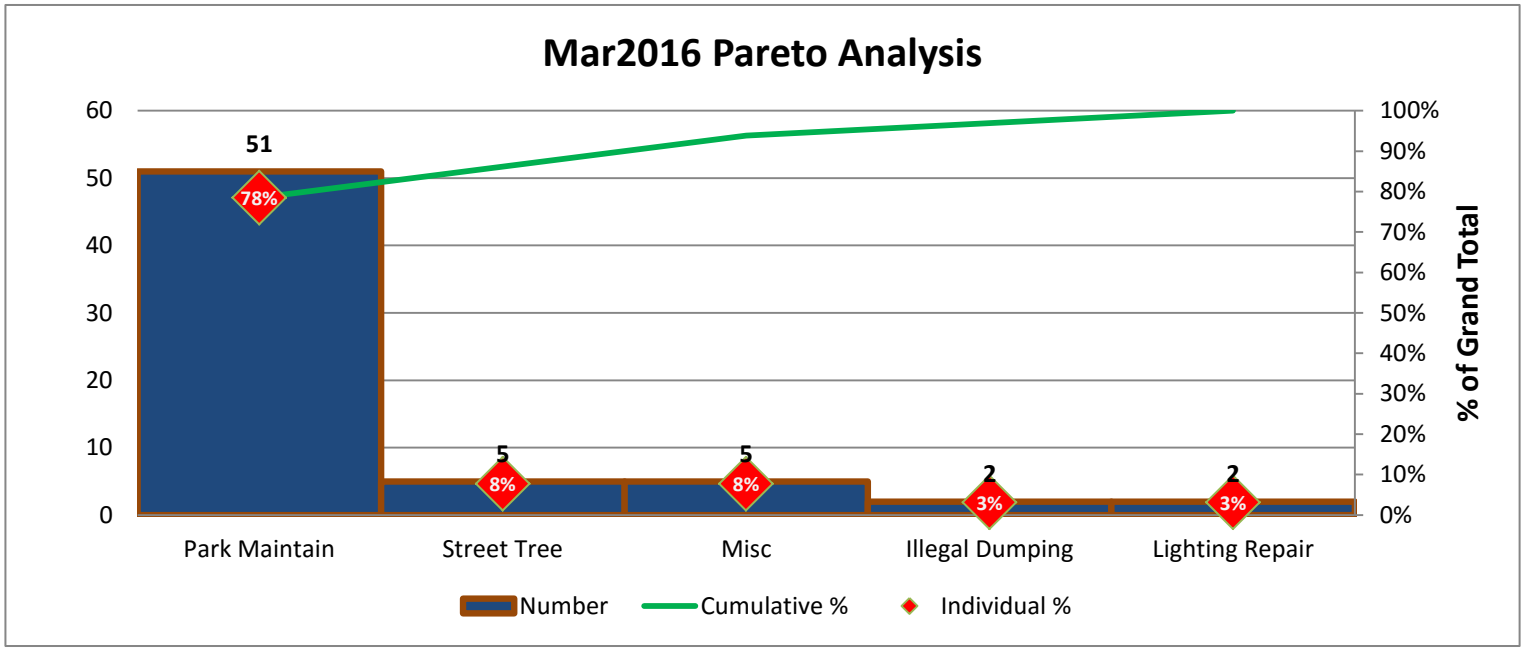
KPI Owner: Tim Jones | **Process: TBD**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Avg. CY15 = 85% Goal: Remain above CY15 Average Benchmark: TBD	Data Source: Hansen, Public Inbox Goal Source: LouieStat KPI data Benchmark Source: n/a	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: % Complaints resolved by the 15th of the following month Why Measure: To identify success related to customer service complaints and reported operations tasks Next Improvement Step: Review complaints in top pareto category

How Are We Doing?

Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
85%	83%		85%	67%	
% Complaints	% Complaints		% Complaints	% Complaints	





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